

# CTE Skill Certificate Test Performance Documentation

**This document must be submitted to the test coordinator along with the test scan sheets at the time of testing. It will be submitted to the USOE for the audit and a copy kept on file for two years.**

**Course: Medical Assisting**  
**Test Number: 712 Office Management**  
**School:**  
**Instructor's Name:**

**# Students in course:**  
**# Students tested:**  
**Date:**

This is to verify that the students on the attached class roll\* accomplished the following performance objectives at or above the 80% (moderately to highly skilled) level.

1. Basic computer knowledge to:
  - a. Generate a patient record, prepare a billing statement ,complete an Insurance form
2. Patient reception
  - a. Collation of patient records
  - b. Opening the office and closing the office
  - c. Greeting the patient, responding to the patient, escorting and instructing the patient
3. Oral communication
  - a. Demonstrate methods of receiving, placing and recording calls
  - b. Answer the office telephone
  - c. Receive, evaluate and record a phone message
  - d. Make referrals by phone , schedule appointments by phone
4. Written communication
  - a. Demonstrate opening, sorting, annotating, composing and addressing business correspondence (with proof reading skills) - as directed by instructor.
5. Medical records management
  - a. Demonstrate filing: alphabetically and numerically
6. Accounting/billing and collecting - Prepare the following:
  - a. Accounts payable and receivable , day sheet, petty cash, prepare ledger
  - b. Patient's itemized monthly statement
7. Banking Service
  - a. Prepare a bank deposit
  - b. Write checks
  - c. Demonstrate a bank reconciliation
8. Insurance - Complete HCFA Insurance Form
9. Medical Dictation
  - a. Demonstrate Ability to Type 25 wpm
  - b. Demonstrate Ability to Transcribe Medical Dictation
10. Resume/placement - as directed by instructor

Each performance is documented and kept on file for two years. (check one or more)

- ☐ Individual student performance tracking sheets
- ☐ A class period summary score sheet
- ☐ Recorded and identified in the class grade book

Instructor's Signature: \_\_\_\_\_

\*Attach a copy of the class period roll and draw a single line through any student on the roll not accomplishing ALL required performance objectives at the 80% (moderately to highly skilled) level.